Company Profile – Pak Adventure

1. **Introduction**
    a. Pakistan is a land of many splendors. The scenery changes northwards from coastal beaches to sandy deserts, desolate plateaus, fertile plains, dissected uplands and high mountains with beautiful vales, snow covered peaks and eternal glaciers.
    b. The fascination North areas of Pakistan comprises of the area where world's three greatest mountain ranges meet Karakorum, Himalaya and Hindukush.
    c. Pakistan's 4000 years history is richly illustrated by archaeological sites and imposing monuments scattered the length and breadth of the country. Brick cities from the Indus civilization, which flourished around 2000 B.C, stand with Buddhist ruins. Magnificent Muslims tombs from 12th century vie with the palaces, mosques and forts of the Mughals emperors of the 16th and 17th centuries. The country's main cities reflect the many influences, both historical and modern, that have made Pakistan what it is.

2. **Warm Greetings from Pak Adventure Team from Pakistan!!**
    a. We are a duly recognized tours operator (Govt License ID-2239) in Pakistan.
    b. We aim at promoting tourism in Pakistan by providing a variety of tour packages to all parts of the country with all kinds of travel related services to make your tour memorable and enjoyable.
    c. With long experience, our company is successful in offering the best travel services to its clients.
    d. We offer complete, cost- effective and customized tour packages, showcasing whole Pakistan in every aspect as its best.
    e. We deal in different package tours (e.g. group tours, industrial tours, family tours, college tour, conference, school children tours, trekking, expeditions, jeep safari, bird watching, Rafting, festival tour, cultural tour, fam tour, animal safari, photography tour, etc.) according to your demand.
    f. Our Company arranges Hotel booking for all over Pakistan as well as domestic flight tickets and Railway tickets; other transportation is also provided by us at a reasonable price.
    g. We have our own transport and property in Islamabad. At the same time, we have close business contacts with different hotels and resorts throughout Pakistan.

3. **Who We Are?**
    a. Pak Adventure is one of the leading Tour Operators (Govt Licensed ID-2239) in Pakistan, providing comprehensive services for groups and individuals from and to the country.
    b. Pak Adventure was first established in the year 2009 by qualified professionals with more than twenty years of experience in the tourism industry. Holding places, people and customs through professional guides, modern transportation, quality hotels, fine restaurants and other key vendors.
    c. Our specialized departments offer a diversity of services. Every department works independently to provide the best service to our customers, targeting their friendship and a long-lasting relationship.

d. All services and departments are located at our office in Islamabad and Skardu, starting with the Management and Administrative Department, Operational Department, Reservation Department, Product Development, Sales & Marketing, Inbound, Outbound & Ticketing Departments, giving us a competitive advantage by being all under one roof.

4. **Why Us?** We are Government License holder (ID-2239) and professionals in travel & tourism industry. With a trained and committed team of enthusiastic young professionals who understand the ethos of tourism trade and ready to render high quality services to our valued clients.
5. **How can we benefit you?** Our services are based on 3 major points:
    a. **Experience:**
        1) An excellent reputation for personal services, quality and value through extensive research and a comprehensive database backed up by twenty years of experience in the travel industry.
        2) Our agents travel to the places they sell on a regular basis. They inspect the newest properties along with older properties that have undergone renovation.
        3) We feel this is an extremely important aspect of being an above average travel consultant. It is what enables us to suggest properties that match our client's needs, and personalities.
    b. **Service:**
        1) Professional customer-oriented consultation providing hassle free travel. Email capabilities for convenience and prompt booking and information. Creative but persistent approach to search for the most appropriate travel arrangements and identifying the best possible value.
        2) Our travel consultants are friendly, professional, and experienced in accommodating both the seasoned traveler and those new to the world of travel.
        3) We pride ourselves in customer satisfaction. A large percentage of our bookings are from repeat clientele while much of our new business is from word of mouth recommendations.
    c. **Value:**
        1) With our "Know How ", and as a sales agent for almost all major international airlines in Pakistan, we do not only offer competitive prices to our customer, but we are also able to pass on very competitive prices and a maximum opportunity for choices and flexibility.
    d. **What We do?** Our services include EVERYTHING related with tourism, such as:
        1) All over the year excursions and itineraries, (Adventures, Cultural Tours, City Tours, Eco-Tours, Biblical Tours, Cruises, Diving, Sea Resort Holidays, Ski Holidays, Relaxation & Spa Treatment Packages, & Tailored Made Tours)
        2) Tour Guide Services throughout Pakistan
        3) Visa Consultancy
        4) Car Rental

5) Ground Handling
6) Incentive, Special interest groups
7) Conferences & MICE
8) Camping
9) Catering
10) Meet & Assist
11) Limousine & VIP treatment specialists
12) Free Ticket delivery

6. **How to plan**.

Simply, inbox or whatsapp (+923160666744) us the following information.

a. Tentative traveling dates
b. Preferred areas of visit
c. Total numbers of Persons
d. No of rooms required
e. Total number of days available
f. Departure city
g. Any medical issue
h. Any special interest from your side

7. **Special Interests.** Pak Adventure has rich experience in Special interest tourism (SIT) providing a variety of customized tour activities catering specific interests of groups and individuals. Some of SIT tours are listed below but we have many more. If you have any other specific interests feel free to contact. Detailed information can be provided on request:

a. Eco Tours
b. Study Tours
c. Charity Tours
d. Bird watching
e. Rafting/Kayaking
f. Photography Tours
g. Film & Documentary Production
h. Wellness Tours
i. Research Work
j. Scientific Expeditions
k. Women only Tours
l. Family Tour etc.
m. Sikh Yatra Tours

8. **Most Visited Tour Places In Pakistan.** Here is the list of some most visited travel destinations in Pakistan

    a. Naran Kaghan
    b. Neelum Valley Azad Kashmir
    c. Banjosa
    d. Ratti Gali Lake
    e. Fairy Meadows
    f. Naran Shogran
    g. Hunza Valley
    h. Skardu Valley
    i. Chitral Valley
    j. Kalam Swat Valley
    k. Swat Valley
    l. Murree
    m. Saif ul Malook Naran
    n. Nathiagali
    o. Lahore City Tour
    p. Islamabad Sightseeing

9. Expeditions/ Mountaineering/ Trekking in Pakistan

Are you planning an expedition to Pakistan? And are you seeking help of an experienced tour operator who has handled hundreds of expeditions successfully? Do you want to get professional services of a tour operator? Then your choice should be **Pak Adventure Team**. **Pak Adventure** is the most experienced adventure tour operating company in Pakistan which enjoys a large share of total expeditions that visit Pakistan to scale various peaks in Karakoram, Himalayas, and Hindu Kush. When you choose **Pak Adventure** to assist you, it means you don't have to worry about anything regarding your expedition or tour.

a. Mountaineering Rules and Regulations

PROCEDURE TO APPLY FOR EXPEDITIONS

a) APPLICATION FORM

A climbing permit is required to climb peaks, which are above 6000 meters (Six Thousand meters). **Pak Adventure** has details of all peaks and rules and regulations regarding climbing. The first step towards your expedition is applying for a climbing permit. An application can be submitted to Pakistan High commission in your home country or it could be sent either by email, fax or by normal mail to us. We will follow up you application. In case you face any difficulties to fill any item of the application form, just leave it we will complete in accordance

with rules. We will take care of your application and will keep you up dated with the process for which we do not charge any to our valued clients.

The application form (ANNEXURE "A") and the other form that contains information about leader and members (ANNEXURE-B) can be sent to you on request. If you decide to process your application through us by e-mail as an attached document to info@pak-adventure.com

b) ROYALTY FEE

To obtain permit initial royalty is required to be deposited. This amount can also be deposited in Pakistan Embassy or you can send it to our bank Account. We will deposit the fee in Government of Pakistan Treasury here in Islamabad. Prevailing Royalty Fees are as below:

c) ROUTE MAPS

All expeditions are required to mention the route name in application form that would be attempted during climbing. In case you need assistance please contact us.

d) HOW LONG DOES IT TAKE

The necessary clearance takes about one month to be cleared from all the concerned authorities. Our expedition department follows up the application until the issuance of permit from the Ministry of Tourism.

e) PARTICULARS OF EXPEDITION MEMBERS

Particulars of expedition members Annexure "B" must be sent to us for necessary clearance at least a month in advance. In case the members of the expedition increase, then it can be done on urgent basis within a week time before arrival of expedition to Pakistan. In this way the expedition does not waste time in Islamabad.

f) CONFIRM ARRIVAL DATE

Please confirm arrival date to Islamabad/Rawalpindi so that the requirements of the Liaison Officer would be requested to the concerned authorities.

g) RESCUE/EVACUATION

According to new rules enforced by Ministry of Tourism, Government of Pakistan, a helicopter bond is to be obtained from concerned aviation authority. US$6000/- is to be deposited to get the bond or a guarantee of respective embassy in Pakistan can be submitted.

h) LIAISON OFFICER

To all peaks between 6000 meters to 8611 meters, the Government of Pakistan sends Liaison officers with expeditions. All his expenses like food, accommodation and transportation are borne by the expeditions. In addition to above a standard kit (listed in Annexure C) for which his measurement will be provided to you before arrival to Pakistan. The L.O. is paid a daily allowance of US$30/- per day in Rawalpindi / Islamabad and US$15/- per day in the mountains for his food. A part of his cost like sharing the cook, insurance of L.O, provision of two porters for his personal stuff & food while up going & one porter while down coming is paid by us. ATP will arrange meeting of Expedition leader with Liaison Officer and Ministry of Tourism. Before meeting in the ministry, the L.O. should be provided with his kit.

i) COMMUNICATION

For communication in the mountains you may carry walkie-talkies, radio/transistor sets and a transmitter for communication with the district headquarters. You can use the following frequencies: KHZ 5201, 6996, 10282-15951 and 16411. Satellite phones can also be used with prior license/ permit for a fee of US$600/- These rates are subject to change by the government.

To get permit you need to send an application at least three months prior to your arrival in Pakistan.

j) IMPORT-EXPORT OF EQUIPMENT

Expeditions need to declare in triplicate copies what luggage, food, equipment etc. they are sending through cargo. The prices of all the items have also to be detailed. It is submitted to the Ministry along with Annexure “F” duly signed by the leader of expedition. **Pak Adventure** does all formalities to clear the cargo & store it before arrival of expedition. Sometimes custom required to check stuff in presence of expedition leader in that case we complete the formalities & wait for arrival of expedition leader. However, the charges incurs in clearance (during export or import) of such equipment is not paid by **Pak Adventure.**

All non-consumable equipment that you bring in will be duty-free if you take it back with you. You are not allowed to trade in it. The consumable goods are similarly duty free as long as they are used for the purpose they have been brought in for. The unconsumed materials have to be re-exported.

k) PHOTOGRAPHY

Expeditions can do aerial photography after informing the pilot; can use video and still cameras for photography in the mountains. Only forbidden zones/buildings cannot be photographed. Taking pictures of women is also a taboo. For commercial photography and filming of any kind prior permission is needed. The name of the photographer is also to be mentioned in advance.

The export of the film is allowed when the L.O. has cleared it. *To get permit you need to send an application at least three months prior to your arrival in Pakistan.*

l) ENVIRONMENT

Expeditions requires to submit an environment bond of US$1000/-. It is refundable if the L.O. certifies that the team has left the mountain clean. *Pak Adventure offers bond of US$1000/- free of charge to its valued clients. However, in case of violation of environment the expedition will pay the fine what so ever charged by Ministry of Tourism.* An environment protection fee of US$200/- is also charged from each expedition for maintenance of the mountain environs that is not refundable.

m) CANCELLATION

In case the expedition cancels its plans or postpones the trip, the royalty fee will be forfeited. It cannot be carried forward to a future trip or re-funded. The royalty is refunded if the government cancels a permit for some reason.

n) **What is next?**

Now it is time to get ready towards journey to base camp.

PAK ADVENTURE ARRANGEMENTS FOR EXPEDITION:

Pak Adventure is the most experienced Expedition & Trekking handling agency in Pakistan. For the past many years, we have been handling large number of mountaineering expeditions, which visit Pakistan. The reason why climbers of the world choose our agency is that we offer best services with reasonable prices. Pak Adventure's full board package is unique. We include almost everything in our price. You will enjoy our professionalism.

a) HOW TO REACH BASE CAMP

A Pak Adventure guide will accompany you up to the base camp. He will assist you in dealing with porter's affairs and wherever local help is required.

b) BASE CAMP STAFF

There will be a complete kitchen staff to take care of expedition members. The number of staff depends on the number of climbers. However, for our normal expeditions ranging from 10-15 members, we provide one head-cook, one assistant-cook and one or two helpers who take care of base camp services. For your convenience, on request, we can provide high altitude porters on advance requisition.

Below is per person cost for Broad Peak Expedition which will enable you to make a budget.

SERVICES INCLUDED

Hotel Accommodation (sharing twin room)

1. Islamabad/Rawalpindi 04 nights, with bed & breakfast. Envoy/Shalimar/Royal Inn
2. Hotel in Chilas 02 nights full board: Panorama/ Shangri-La/ Chilas Inn
3. Hotel in Skardu 03 night's full board: Shangri-La Resort/Masherbrum Hotel

Climbing permit and Official Formalities

1. Climbing permit
2. All documentation with Ministry of Tourism.
3. Briefing de-briefing

Liaison Officer

1. Food, Insurance, hotel accommodation in Chilas and Skardu. (same days as mentioned above for group members)

Taxes and Fees

The following fees and taxes are included in our quotation, for members, Pak Adventure crew and porters.

1. Camping fees during trek
2. Bridge crossing Fees.

Note: in case of pollution made, fine by concerned authority is not included.

Transportation

We provide tourist class air-conditioned buses and vans for our clients in the cities and to the all accessible places; where there is not possible we provide 4x4 jeeps for transportation.

1. Airport to hotel on arrival & hotel to airport on departure.
2. Transportation from Islamabad to Islamabad including minibuses, jeeps etc. with all expedition luggage.
3. One-way domestic air fare between Skardu & Islamabad (depending on weather conditions).

Camping Equipment

1. Tents during trekking and at the base camp (shared by two people).
2. Mattresses.
3. Toilet Tent.

Kitchen Equipment

1. Mess Tent.
2. Cooking pots.
3. Table & chairs
4. Kitchen utensils.
5. Lamps.

Food (meals)

1. Break Fast
2. Lunch
3. Dinner
4. Tea, Green Tea, or coffee
5. Soup before dinner
6. Desert after dinner

Pak Adventure Staff:

Daily wages, food, kit and equipment**,** Insurance, accommodation of following staff is included in the price.

1. Cook
2. Cook helper (above 5 members)
3. Base camp manager (above 10 members)
4. Sirdar /Local guides on trekking
5. Porters

Note: Any helicopter rescue is not included in the price for staff as no company in Pakistan offers same.

Visa Facilitation

In case you need invitation letter to get visa, we can either send the invitation letter from Pak Adventure or we can get that from Ministry of Tourism to facilitate our clients.

Luggage and Cargo

Pak Adventure takes care of your luggage if you send them in advance. Your luggage will be cleared and stored. Our offer does not include custom clearance changes.

1. Clearance of Cargo before arrival.
2. Documentation for export of your equipment.
3. Storage of Equipment to Pak Adventure store until your arrival.

Porters

Porters for food, camping equipment and climbing gear will be provided by Pak Adventure. Free baggage allowance for personal equipment and high altitude food is 75 kg while going up to base camp and 50 kgs on way back after expedition

Complimentary services (without charge)

1. Mail delivery at the base camp (if required)
2. Reconfirmation of international flight tickets.
3. Processing application for satellite permit (if required)

SERVICES NOT INCLUDED

Bellow mentioned services are not included in our price, but some of them can be arranged on your request before your arrival. Please contact Pak AdvenurexcW, if you wish some extra services.

International air ticket, airport taxes, Cargo fee & custom charges for import & export, beverages, laundry, sleeping bags, high altitude porters and food above base camp for members and high porters, climbing equipment etc.

Menu for trekking and at the BC
BREAKFAST

Bellow is list of major items we provide in breakfast with a combination of four or five items a day not all at once.

- Porridge
- Corn Flacks
- Eggs (Omelets/Fried or according to demand)
- Paratha (local form of bread)
- Muesli
- Jam
- Honey
- Marmalade
- Black tea

- Coffee
- Milk etc.

LUNCH

Bellow is list of major items we provide in lunch with a combination of four or five items a day during trekking not all at once. At the base camp one dish of curry (check in dinner menu) with rice or macaroni or spaghettis plus chapatti will be proved.

- Sardine Fish
- Peanut butter
- Tuna Fish
- Paratha
- Crackers
- Cookies Sweet
- Cookies Saltish
- Candies
- Dry Fruit
- Tin Fruit
- Potatoes/peas
- Green tea/Mixed tea
- Coffee
- Tang etc.

DINNER

You will get a complete dinner with a soup, two curries plus rice or Spaghetti or Macaroni. There will be a desert, green tea and coffee as well according to requirement of our valued guest.

- Chapatti
- Spaghetti
- Macaroni
- Pasta
- Rice in different varieties
- Meat (Mutton & Beef)
- Eggs
- Different variety of pulses
- Fresh vegetables
- Backed beans
- Green peas
- Noodles(Magi)
- Salad

- Ø Lentils
- Ø Green tea etc.

Desert

One item after each dinner from the list provided bellow.

- Ø Pudding
- Ø Kheer Mix
- Ø Custard
- Ø Jelly
- Ø Cream Cake

High Altitude Porter cost: As per requirement.

9. Refund Policy

a. Refund Policy for Trekking

Cancellation by Participant/Client. There will be no refund of the deposit if a client cancels, as this policy will protect members who have committed their time and money to the holiday. It is advised to take out third-party travel cancellation insurance if you wish to be covered.

Note: We recommend "Global Rescue" insurance company due to their satisfactory conduct with our clients in the past.

- Deposits are not transferable to another person (s)
- Deposits are non-refundable. No cash back
- Deposit may be considered for transfer to later date or holiday depending on the following conditions:

b. **Conditions.** If and when, Pak Adventure has already incurred any costs for our guest, then it is not possible to recover that money. Examples of such costs include domestic flight tickets and permit fees. The permit fee (which has increased this year) is non-refundable and also, the domestic flight tickets are only partially refundable. If you timely request us (via email/whatsapp) for a delay/change in your trip, we will not include your name in our permit and neither purchase your flight tickets and hence not incur and any costs. We purchase flight tickets by the end of March and also apply for permits between February & March depending on the departures and status (full) of the departures. Domestic flight seats to the Karakorams and Himalayas are sold out way ahead of time because there are only

two daily flights during peak season. Among other things including permits, the deposit is used to book domestic flights for you in advance (as soon as we receive the deposit).

All requests for changes in date or holidays must be made via email and be received in our office within the periods stated above.

c. **Cancellation by Pak Adventure.** If the required/minimum participants are not achieved for the non-guaranteed departures/holidays by April 30, deposits will be returned within 7 days (after deduction of transfer fees). Assistance and support will also be provided for a merger with other parties at the same price and services.

d. **Refund Policy for Climbing**

Cancellation by Participant/Client. There will be no refund of the deposit if a client cancels, as this policy will protect members who have committed their time and money to the expedition. It is advised to take out third-party travel cancellation insurance if you wish to be covered.

Balance or full payment must be made 50 days before the expedition date. The following cancellations charges will apply, if you decide to cancel the booking after the full payment.

• Deposits are non-refundable

• Cancellations made 40 days prior to the departure date, will incur a loss of 30 percent of the total trip cost.

• Cancellations made 30 days prior to the departure date will incur a loss of 50 percent of the trip cost.

• Cancellations made 15 days prior to the departure date, will incur a loss of 70 percent of the total trip cost.

• Cancellations made 7 days or less to the departure date will incur a loss of 100 percent of the total trip cost.

All refund requests must be made in writing and be received in our office within the periods stated above.

Note: All refund requests must be made in writing and be received in our office within the notice period stated above.

e. **Cancellation by Pak Adventure.** If the required/minimum participants are not achieved by April 30, deposits will be returned within 7 days (after deduction of transfer fees). Assistance and support will also be provided for a merger with other parties at the same price and services.

f. **Refund Policy for Tours & Sightseeing**

Tour Cancellation. In case of cancellation of your tour/adventure due to any reason (personal, weather conditions, flight cancellation, disasters, etc.), the advance/partial/full payments are refundable after subtracting/excluding:

1) expenses caused due to payments for advance bookings/reservations to hotels and opportunity cost of booked/reserved vehicles. Advance payments for most hotel properties & most vehicles especially during peak-season are non-refundable & non-transferrable.
2) service charges of upto 19% on the total received payments. A fair service charge is applied on cancellation based on the time and effort put into planning the tour and organizing the logistics, not to mention the opportunity cost of the tour planner. The service charge will not apply to payments received for domestic airfare.

g. **Domestic Airfare Cancellation.** Latest airline conditions will apply to airfare in case of cancellations depending on the airline company. Each airline has different refund policies for different destinations.

h. **Tour Amendments/Change Policy**

Change(s) in itinerary after advance payment. Extra charges will apply to any changes/amendments made by our guest(s) after making their advance payments. This includes (but is not limited to) increasing/decreasing the number of days, adding/removing destinations or attractions, etc. Invoice for extra costs will be billed by the company at the earliest as part of the policy. Payments should be organized at the earliest by our guest(s).

i. **Change(s) in itinerary during tours.** Extra charges will apply to any changes/amendments made by our guest(s) while the tour is ongoing. This includes (but is not limited to) increasing/decreasing the number of days, adding/subtracting destinations or attractions, etc. Invoice for extra costs will be billed by the company at the earliest as part of the policy. Payments should be organized at the earliest by our guest(s).

j. **Change(s) in accommodation after advance payments.** Extra charges will apply to any changes/amendments made by our guest(s) after making their advance payments. This includes (but is not limited to) changing reservation dates, hotels, increasing/decreasing the number of nights, number of rooms, room category, etc. Invoice for extra costs will be billed by the company at the earliest as part of the policy. Payments should be organized at the earliest by our guest(s).

k. **Change(s) in accommodation during tours.** Extra charges will apply to any changes/amendments made by our guest(s) while the tour is ongoing. This includes (but is not limited to) changing reservation dates, hotels, increasing/decreasing the

number of nights, number of rooms, room category, etc. Invoice for extra costs will be billed by the company at the earliest as part of the policy. Payments should be organized at the earliest by our guest(s).

l. **Domestic Airfare Change.** Latest airline conditions will apply to airfare in case of changes depending on the airline company. Each airline has different refund policies for different destinations.

m. **Tour Dates (Delays/ Postponements).** In case of delaying/postponing of your tour/adventure due to any reason (personal, weather conditions, flight cancellation, disaster, etc.) to a later date, month or year, the received payments (advance or full) shall be safe with Pak Adventure. In this case, a new quotation should be requested on a later date and Pak Adventure must be contacted ahead of the tour/adventure for organizing logistics. Normally the prices of services (for instance hotels) vary between the peak and non-peak seasons and also increase every year. The new quotation will only be adjusted with the received payments (for the delayed tour) after subtracting/excluding:
    1) expenses caused due to payments for advance bookings/reservations to hotels and opportunity cost of booked/reserved vehicles. Advance payments for most hotel properties & most vehicles especially during peak-season are non-refundable & non-transferrable.
    2) service charges of upto 12% on the total received payments. A fair service charge is applied on delays/postponements based on the time and effort put into planning the tour and organizing the logistics, not to mention the opportunity cost of the tour planner. The service charge will not apply to payments received for domestic airfare.

10. **Terms and Conditions for Tours & Sightseeing.** We are Pak Adventure and we look forward to the opportunity to act as your booking agent for your travel needs. These terms and conditions (the "Agreement") describe what you are legally entitled to expect from us when you purchase travel related services through us, in addition to your obligations as a customer. The terms "we", "us" and "our" refer to Pak Adventure. The term "you" refers to the customer visiting our website or any other sales channel, booking a reservation through us or otherwise using our services.
    These terms and conditions are applicable for all clients of Pak Adventure, and affiliated companies.

    a. **Day Tours.** Pak Adventure confirms a booking when it is fully paid by a client. Once Pak Adventure has accepted a booking and received a payment, the contract between Pak Adventure and client will become binding.

    b. **Multi Day Tours.** Pak Adventure confirms a booking when it is fully paid by a client, or when a 30% deposit has been paid. Once Apricot Pak Adventure has accepted a

booking and received a payment, the contract between Pak ADventure and client will become binding. The remaining 70% of the fee shall be payable by the client on the commencement of the tour, prior to departure.

c. **Client Responsibility.** Upon booking you confirm that you have studied and familiarized yourself with the terms and conditions of Pak Adventure and fully agree to all terms and conditions. You also confirm that you fulfill all conditions set by Pak Adventure and are physically able to follow our instructions and partake in all activities planned for you and operated by us. If unsure please contact our office. Parents and/or legal guardians take full responsibility of damages caused by passengers they are responsible for. Children (under 18 years) cannot use the services of Pak Adventure without accompanying parent or guardian.

d. **Our Liability & Compensation.** Pak Adventure will accept liability for the negligence of its employees causing direct physical injury to passengers only to the extent that it is obliged under Pakistani law. Pak Adventure cannot be held responsible for any mishap to yourself or your property, and in particular for the consequences of flight cancellations, bad weather, vehicle accidents, strikes, sickness, government decisions, customs, natural disasters or other such happenings or unforeseen circumstances amounting to force majeure. By confirming your booking with Pak Adventure you acknowledge that we have taken all reasonable steps to safeguard our liability in this respect.

e. **Cancellation Policy.** The advance deposit for all bookings for multi day tours, packages and group tours with Pak Adventure is non-refundable. It covers our cost of cancelling your reservations including reservations with third parties and payment processing fees. Additionally, the number of days the tour is initially booked for cannot be cancelled, however, may be extended. The cancellation fee does not apply if Pak Adventure cancels the booking. Cancellation requests must be made in writing (email or letter).

f. **Changes and Cancellations by Pak Adventure.** Before you enter into a contract with us, we reserve the right to change any of the facilities or services listed by us. We also reserve the right to cancel the booking due to weather and/or other conditions. Any changes are usually very minor and we will advise you at the earliest possible date. If a major change, such as change in departure time, becomes necessary, we will inform you as soon as reasonably possible before your tour begins. When a major change or cancellation occurs you will have the choice of accepting the change of arrangements, purchasing another available tour from us, or cancelling your tour subject to clause 5 above.

g. **Change Fees.** It is recommended that the itinerary once finalized not be changed so as to avoid delays and complications. However, if a client requests a change of

itinerary for a confirmed booking, Pak Adventure will apply change fees. The number of tour days initially booked may be extended by the client and will be charged by Pak Adventure accordingly.

11. Online Presence/ Links

a. Website: http://www.pakadventure.com
b. Website: http://www.pakadventure.pk
c. Email: info@pakadventure.com
d. Email: info@pakadventure.pk
e. Facebook: https://www.facebook.com/PakAdventure
f. Instagram: https://instagram.com/pak.adventure
g. TikTok: https://www.tiktok.com/@pak.adventure
h. Twitter: https://twitter.com/PakAdventure2
i. Youtube: https://youtube.com/@pakadventure1122

12. Contact

a. **Address (Islamabad):** House no.2 G-8 Markaz, Islamabad – Pakistan
b. **Address (Skardu):** AT Office, Main road Gamba Skardu, Pakistan
c. **Phone:** +92 3160666744
d. **Email:** info@pakadventure.com
e. **WhatsApp:** +92 3160666744 or +923108888710
f. **WeChat:** +92 3160666744